



NOTICE OF TRANSFER OF TELEPHONE SERVICE

RE: XXX-XXX-XXXX-XXX

October 4, 2004

XXXXXXX
XXXXXX XXXXXX
XXXXXXXX, XX XXXXX

Dear XXXXX,

Until very recently, Ciera Network Systems, Inc. ("Ciera") had been providing your **local telephone service** (dial tone) over the resold facilities of SBC Southwest (SBC). As you may be aware, Ciera is no longer able to provide your **local telephone service**.

But for the terms of the agreement governing Ciera's service to you, once Ciera's account with SBC was disconnected, your **local telephone service** would have been disconnected, too. To prevent your service from being disconnected without notification to you, SBC began providing **local telephone service** to you on October 4, 2004, for a limited transition period. You can continue receiving this service through November 4, 2004, which is the last day of this limited transition period. You will be billed by SBC for services provided to you during this transition period at our prevailing tariff rates.

Important: You have a choice in selecting the **local telephone service** provider you want to provide service to you. To continue to receive service after November 4, 2004, you must arrange for service with one of the **local telephone service** providers in your area. Before that date, you must contact the provider you prefer to arrange for service. Contact numbers for the local telephone providers in your area are furnished on the attached list. You must make arrangements with a provider to actually begin providing you service *before* November 4, 2004 to avoid interruption of your service.

SBC records indicate that as of October 4, 2004, you have not yet selected another local telephone service provider. There are approximately 30 calendar days before the limited transition period ends and your service will be transferred to SBC in accordance with applicable rules of the Federal Communications Commission ("FCC") and your state public utility commission.

Should you wish to continue receiving SBC service after November 4, 2004, please call our business office. The telephone number for the SBC business office in your area is available in your SBC White Pages directory.

Remember, you must have replacement service up and running before November 4, 2004. If you fail to have replacement service up and running before November 4, 2004, you may not be able to keep the same telephone number for use with replacement service established after the limited transition service has been disconnected.

If within one week prior to the date of this letter, your **local telephone service** was disconnected or you changed your local telephone service provider, please disregard this letter. **If you have any questions regarding this letter please call 1-800-667-1086.**

Sincerely,

A handwritten signature in cursive script, reading "April Mullins", is written in blue ink.

April Mullins
SBC Manager
Attachment